

F.No.Kala Nilayam/120/2023 - IGNCA

INDIRA GANDHI NATIONAL CENTRE FOR THE  
ARTS, JANPATH BUILDING (NEAR WESTERN  
COURT), JANPATH, NEWDELHI-110001

**TENDER DOCUMENT**

**Tender No. 001/KALA NILAYAM/ IGNCA**

**Dated: 31.08.2023**

(IGNCA Website:[www.ignca.nic.in](http://www.ignca.nic.in))

**AND**

**<https://eprocure.gov.in>**



**Providing Facility Management Services in the Kala Nilayam Scholars' Hostel, General Catering and Hospitality Services in the Kala Svasti Restaurant, Kala Fe Staff Canteen and for the events organized in IGNCA, Janpath Building (Near Western Court), Janpath, New Delhi-110001 by a single Vendor.**

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## **SCHEDULE – ‘A’**

### **EMU**

#### **Critical Datesheet**

<b>S.No.</b>	<b>Contents</b>	<b>Date/Time</b>
1.	Publishing Date (Bid uploading Date)	31.08.2023
2.	Pre bid meeting and site visit	12.09.2023 (11.00 AM)
3.	Bid Submission End Date/time	Upto 21.09.2023 (11.30 AM)
4.	Bid Opening Date/time	22.09.2023 (11.30 AM)

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## TENDER DOCUMENT

**Name of Work :** Providing Facility Management Services in the Kala Nilayam Scholars' Hostel, General Catering and Hospitality Services in the Kala Svasti Restaurant, Kala Fe Staff Canteen and for the events organized in IGNCA, Janpath Building (Near Western Court), Janpath, New Delhi-110001 by a single Vendor.

### **1. INTRODUCTION**

The Indira Gandhi National Centre for the Arts (IGNCA) is an Autonomous Trust established in 1985 under the aegis of Ministry of Culture, New Delhi. This prestigious Institution is looking for a **Contractor(s)** for providing Facility Management Services for its Scholars' Hostel Residential Wing for hosting **eminent Scholars & important Guests** who attend Socio-Cultural events. In addition to the above, General Catering Services in the Restaurant and Staff Canteen and in the events organized in IGNCA shall also be provided by the successful **Contractor(s)**.

IGNCA Kala Nilayam Scholars' Hostel is located on the Fifth Floor of the Janpath Building (Near Western Court) Janpath, New Delhi-110001. It is centrally air-conditioned and have 16 (Sixteen) numbers of Double Bed Rooms and 03 (Three) Suites of different sizes. The accommodation in Scholars' Hostel is provided by the management of IGNCA, as per policy. IGNCA Scholars' Hostel is primarily meant for senior scholars, artists, members of the Board of Trust, life members of Kala Nilayam for a short and temporary stay, subject to availability.

The Restaurant is air-conditioned and situated on the Ground Floor and provided with a Kitchen area, a store room and a big dining hall which is supplemented by an open-air garden space.

The Staff Canteen is also air-conditioned and provided with a Kitchen area, a Store room and Dining area.

IGNCA proposes to outsource the hospitality, housekeeping and catering services in the above facilities to a Vendor through this Tender.

### **2. TENDER NOTICE**

- Online tenders are invited by the Indira Gandhi National Centre for the Arts (IGNCA) under **Two Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/ Firms/ Agencies National and International only enrolled/ enlisted contractor at Central Public Procurement Portal. **Manual bids shall not be accepted.**
- The tender document containing terms and conditions and qualification required can be obtained from the IGNCA's website [www.ignca.nic.in](http://www.ignca.nic.in) and <http://eprocure.gov.in>

- The interested Companies/ Firms/ Agencies/ Contractors should submit their Technical & Financial bid for providing Facility Management Services for Scholars' Hostel on 5th Floor of IGNCA (consisting of 16 rooms and 03 suites), Restaurant and Staff Canteen situated on the Ground Floor of IGNCA, Janpath Building (Near Western Court), Janpath, New Delhi-110001 (Layout plan Annexed).
- Bidders must submit the Technical and Financial Bids in two parts i.e, "Technical Bid" and "Financial Bid" respectively.
- Incomplete or partial responses are liable to be rejected. The agencies bidding for the tender should meet the eligibility criteria stated in para 8 of the tender document.
- Interested bidders may deposit **Earnest Money Deposit (EMD)** in favour of IGNCA in the shape of Demand Draft/ Pay Order drawn on any Scheduled Commercial Bank and drop in the tender box kept in EMU Section, Janpath building (Near Western Court), Janpath, New Delhi-110001 before date of opening of technical bids.

### 3. DOCUMENTS TO BE SUBMITTED

Technical Bid : **Annexure-I**

(Attach scanned copy of EMD, all documents, declarations and details etc.)

Financial Bid : **Annexure-II**

(Attach all documents, details/ bills of quantities etc.)

Check List : **Annexure-IV**

### 4. FEES TO BE DEPOSITED

**E.M.D:** Rs. 2,50,000/- (Rupees Two Lakh Fifty Thousand only)

- The EMD should be in the shape of Demand Draft drawn on any scheduled commercial bank in favour of "**INDIRA GANDHI NATIONAL CENTRE FOR THE ARTS, NEW DELHI**" and remain valid for at least 90 days (three months) from the last date of submission of tender. The scanned copy of Draft may be uploaded along with other documents.
- No interest is payable on refund of EMD.
- The Bidder registered with MSME will be exempted from submitting the EMD (Registration Certificate to be attached).

### 5. PROCESS OF SELECTION OF AGENCY FOR OUTSOURCING OF SERVICES

- Release of Tender Enquiry by uploading on CPP Portal and IGNCA's Website [www.ignca.nic.in](http://www.ignca.nic.in) & <https://eprocure.gov.in> inviting proposals from reputed CPP registered companies/ firms/ organizations/ contractors engaged in providing services in Scholars' Hostels of reputed Government Institutions/ PSUs or other equivalent establishments.

- A pre-bid meeting with the tenderer will be held as indicated in Schedule-A to appraise them about the Facility Management Services expectations of the Centre and to familiarize about the scope of work and obligation in the proposed contract. The prospective tenderers expressing interest must visit the site themselves to ascertain the details of the scope and schedule of work and gain understanding of Supervision requirements on the dates indicated in Schedule-A
- Bidders are required to submit the Bid (in two bid format) complete in all respects on or before the deadline given in Schedule of events (Schedule–A).
- The Technical Bids will be opened on the day and time indicated in Schedule-A in the presence of authorized representatives of the bidders.
- The Technical Committee will evaluate the proposals on various parameters. Bidders meeting the eligibility criteria shall be technically qualified. The evaluation of the technical committee will be final and binding.
- The Financial bid of technically qualified bidders will be opened.

## **6. BID EVALUATION**

### **A. TECHNICAL BID EVALUATION**

- (i) The bidder should have all the eligibility criteria as mentioned in para-8 (eligibility criteria) of the Tender Document.
- (ii) The bidder who qualified in the technical evaluation stage shall only be called for opening of Financial Bids. IGNCA shall intimate the bidders, the time, date and venue for the Financial Bid opening.

### **B. FINANCIAL BID OPENING PROCEDURE**

- (i) The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/ their authorized representatives, who choose to be present.
- (ii) All the authorized representatives of technically qualified bidders, present at the time of opening of the Financial Bids shall be required to submit the authorization letter from their Companies.
- (iii) Absence of bidders or their authorized representatives shall not impair the legality of the process.
- (iv) The Financial bid price, as indicated in the Financial bid of each bidder shall be read out on the spot, however, it shall be clearly stated that the final Financial bid prices would be arrived at after detailed scrutiny of the Financial bid.

- (v) Mere becoming the highest bidder, prior to Financial bid scrutiny will not give any right to the highest bidder to claim that he is successful in the bidding process.
- (vi) The successful bidder (H-1) shall be decided only after following due procedure as explained below:
- a) The contractor will quote for the fixed charges not less than **Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand Only)** per month payable to IGNCA in the Financial bid as user charges for Kala Svasti Restaurant. The highest bidder of fixed charges payable to IGNCA will be considered as “H-1” and hence, for award of contract.
  - b) If there is a discrepancy between words and figures, the amount in words shall prevail.

## 7. DEFINITIONS

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning here under respectively assigned to them:

- The expression “Institute” occurring in the tender document shall mean IGNCA, New Delhi.
- The expression “Bidder” shall mean the tenderer who submit the tender for the work and shall include the successor and permitted assigns of the tenderer.
- The expression “Contractor” shall mean the successful tenderer selected by the Owner/ Institute for carrying out the subject work and shall include the successor and permitted assigns of the contractor.
- “The Scholars’ Hostel In-charge shall mean any representative of the IGNCA authorized to act as head of works or any specified part thereof.
- “Work” and “Scope of work” shall mean the totality of the work/ services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment and labour required for commencement, performance, provision or completion thereof.
- “IGNCA” shall mean Indira Gandhi National Centre for the Arts, New Delhi.
- “Contract” shall mean the contract for the work and shall include the tender document, the specification, general or special conditions of contract of IGNCA, the letter of acceptance and the acceptable rates/ bill of quantities in price bid etc.
- “Meals” shall include all input from the dining hall/ kitchen, including bed tea, breakfast, lunch, dinner and bottled water etc.
- “Kala Nilayam” shall mean in present tender, the Scholars’ Hostel Block of IGNCA, New Delhi as indicated in Sketch as Annexed.

- “**Kala Fe**” shall mean in present tender, the Staff canteen at Ground Floor of IGNCA, New Delhi as indicated in Sketch as Annexed.
- “**Kala Svasti**” shall mean in present tender, the Restaurant at Ground Floor of IGNCA, New Delhi as indicated in Sketch as Annexed.
- “General Catering” shall mean in present tender, the catering services provided during the events organized in the IGNCA premises.
- “Competent Authority” shall mean the Member Secretary, IGNCA or any other Officer of IGNCA designated by him for the purpose.

## 8. MINIMUM QUALIFICATION REQUIRED FOR BIDDING

### Eligibility Criteria for Bidder

- The bidder should fulfill the following bidders’ eligibility criteria:
- Minimum **2 (two)** years of experience in providing Facility Management Services, Housekeeping, cooking and catering services, general maintenance services, catering, hospitality of guests etc. in a Scholars’ Hostel or hotel of repute having not less than **20 rooms** in a prime location and the experience for providing services in the Restaurant area and staff canteen.
- The agency shall have an **average** turnover of minimum of **Rs. 35 Lakh** for the last **3 financial years**.
- The Bidder Company / Firm should have experience (at least **2 contracts** lasting for one year in the **last 2 years**) in providing similar services to Public Sector Companies/ Government Departments/ Research Organizations/ Reputed Private Sector Companies.
- The Bidder Company / Firm should be registered with the appropriate registration authority, FSSAI, labor commissioner etc.
- The bidder Company/ Firm should be registered with Income Tax, GST and statutory bodies.
- The Registered Office or Branch Office of the bidder should preferably be located in Delhi/ NCR.
- Bidders must submit the documentary proof in support of meeting the minimum qualification criteria. All documentary proof must be listed on the letter head of the company to be submitted with the Technical Bid.
- Tender will not be accepted from the parties who are under litigation, Blacklisted/ debarred or on hold by any PSU/ Govt./ Autonomous Bodies etc. A self - declaration shall be submitted by the bidder in this regard on Non-Judicial Stamp paper.



- Bidders must enclose a Compliance List along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality and grievance redressal mechanism etc., settling things on the same business day. The service escalation matrix shall be mentioned.
- The following documents are also required to be submitted along with the tender.-
  - a) Self attested-copy of valid registration/enlistment issued by Government/Semi-Government Organization/ MSME/ NSIC/ GeM on the related field.
  - b) In case of Partnership firm/company, a copy of Partnership Deed/certificate issued by the Registrar of firms/Registrar of Companies.
  - c) Income tax return for the last three financial years duly certified by Chartered Accountant.
  - d) Copy of PAN Card
  - e) Copy of Latest GST Return
  - f) Copy of GST Registration Certificate
  - g) Copy of registration of Labour License
  - h) **Average** Turnover Certificate of at least **Rs. 35 Lakh** duly certified by the Chartered Accountant.
  - i) After Award of Work, the Contractor shall submit a Bank Guarantee or Demand Draft of Rs. 10,00,000/- (Rupees Ten Lakh only) in favour of “Indira Gandhi National Centre for the Arts, New Delhi”, drawn on any scheduled commercial bank, towards Performance Security Deposit and the same will be returned after three months of completion of work.
  - j) Compliance List

## 9. SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR

### 9.1 GENERAL CONDITIONS OF CONTRACT

- The contractor will quote for the fixed charges not less than **Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand Only)** per month payable to IGNCA in the Financial bid as user charges for Kala Svasti Restaurant. The highest bidder of fixed charges payable to IGNCA will be considered as “H-1” and hence, for award of contract.
- The rate of fixed charges will be increased **after 2 years by 7% every year.**
- Any conditional bid shall not be considered and will be outrightly rejected in the very first instance.
- The bidder shall quote the Technical and Financial bids as per the format enclosed as **Annexure I** and **II** respectively.

- The Earnest Money will be forfeited if the bidder rescinds from the offer.
- The bidder should include the list of firms where they have provided similar services at least in the last **2 years**, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.
- Each page of the Tender Document should be signed and stamped by the tenderer in acceptance of terms and conditions laid down by the IGNCA.
- The person/officer signing the tender/bid documents on behalf of the Contractor should be delegated with an appropriate power of attorney (Duly endorsed by a notary public) by the Chief Executive Officer / Managing Director of the contractor to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
- Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
- No tender will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful bidder declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited.
- The Contractor should not subcontract the work to any other agency/contractor. No child labor should be engaged and human rights as per law shall be protected.
- All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. Cuttings, if any, in the Technical Bid must be initialed by the person authorized to sign the bid.
- IGNCA New Delhi may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the IGNCA shall be final and binding on the bidders.
- IGNCA, New Delhi reserves the right to withdraw/relax/interpret any of the term and condition mentioned here in before; in such situation the tenderer shall be given sufficient time to take the change in to account.
- Validity of the Bid: Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid.
- IGNCA being a premier Art Centre, the contractor will not allow or permit its employees to participate in any trade union activities or agitation in the premises of the IGNCA.
- All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21 – 50 with good health and sound mind. The

personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/ Agencies deployed by IGNCA. All the personnel deployed by the Contractor should have proper police verification and **periodic Medical health check up.**

- The engagement of personnel by the contractor will solely be at their discretion, as per usual norms and qualifications and in no way make the personnel entitled for any job or employment or permanency or any incumbency status in IGNCA New Delhi.
- The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IGNCA.
- The contractor shall appoint fully qualified preferably from IHM background and competent workers; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of a **Three Star hotel or equivalent** and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the IGNCA. The contractor as an employer of its employees/workmen shall have exclusive rights to appoint, substitute, suspend and terminate the services of any of their employees /workmen to fulfill their obligations under this agreement with justification for doing so, with approval of the designated authority of IGNCA.
- The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contract or may transfer its employees/ workmen in accordance with their needs, provided in consultation with the officer designated by the Member Secretary, IGNCA. Adequate and necessary numbers of employees / workmen will be deployed by the contractor for fulfillment of their contractual obligations under this agreement. It shall be the sole responsibility of the contractor to ensure that employees/workmen, deployed by him, fulfill the obligations under taken by the contractor under this agreement and the contractor shall provide such employees/ workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
- The Contractor should have sufficient number of permanent employees on roll, specifically qualified and trained for Hospitality, Housekeeping, Cooking and Catering Service.
- The IGNCA reserves the right to allot, inspect and terminate the contract by serving two months' notices.
- The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc. to the personnel deployed at the IGNCA premises.
- Services will be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel as per their functional designation. The personnel deployed is of certified character and antecedents and be conversant in speaking

Hindi, English and local languages.

- The Contractor should provide uniform to all personnel employed by them. The staff should wear formal, clean, and pressed uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the IGNCA.
- The Contractor should ensure to maintain adequate number of manpower to meet the contractual obligation and also arrange a pool of standby man power for special occasions.
- Any theft or damage caused due to negligence of the Contractor shall be borne by the Contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director (Admn.), IGNCA, New Delhi or an officer nominated by him on his behalf, and the same will be deducted from the monthly catering bill of the Contractor.
- All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the IGNCA campus.
- The services will be provided round the clock (24 x 7) on all days of the year (365 days) with sufficient number of manpower required to operate Hospitality, Housekeeping, Cooking & Catering Service.
- No items will be taken out of the IGNCA premises without written permission of the Director (Admn.) or In-charge, the designated officer nominated by the Director (Admn.), IGNCA. Normally no inventory will be shifted from one room/ place to another, without approval of Director (Admn.) or In-charge of the Scholars' Hostel Block and making valid entry in the stock register of the inventory.
- The allotment of rooms (accommodation), in the Scholars' Hostel will be done by a nominated official of IGNCA, New Delhi.
- Room and catering charges will be collected by the Contractor and the Room charges will be deposited with the official nominated by IGNCA. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day, failing which 10% interest will be charged on the withheld amount from the contractor.
- The Contractor or his representative will not allow any unauthorized person including company officials to stay in the Scholars' Hostel. If, at any time or during surprise check it is found that any unauthorized person is staying in the Scholars' Hostel, the Contractor will be held directly responsible and a financial penalty of Rs. 5,000/- (Rupees five thousand only) per day will be imposed on the Contractor for the damage and the same will be recorded in the complaints precedence register.
- IGNCA will not be responsible for any injury, accident, disability or loss of life to the Contractor or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life/ lives shall be the sole responsibility of the Contractor. The Contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their pay

roll and submit a proof to this effect.

- Compliance of policy regulation viz. verification of payment of State Government minimum wages act, employer's liability act, contract labor (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labor license of state and central government, as on the date in existence or revised/changes in the future, will be sole responsibility of the contractor. In this regard, the Contractor, at all-times should indemnify IGNC, New Delhi against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labor enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/ Government machinery and summary termination of contract and/or such other action as the state may deem fit.
- The Contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by it in IGNC, New Delhi including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The Contractor should keep IGNC indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period following the guidelines of FSSAI.
- Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.

## **9.2 GENERAL OBLIGATIONS OF IGNC IN SCHOLARS' HOSTEL**

- The Cable Network/ Dish TV will be provided by IGNC in all rooms. Payment of Monthly/ Annual TV Recharge will be the sole responsibility of the Contractor.
- **Wi-Fi connection will be provided by IGNC in the Guest House.**
- The Contractor and IGNC will jointly prepare and exchange an inventory of movable items and articles in each room, etc. at the time of handing over the Kala Nilayam Scholars' Hostel to the Contractor (duly signed by both sides).
- IGNC will provide electrical, hardware and furniture items in all the Kala Nilayam Scholars' Hostel rooms with hot and cold-water facility, heating systems and air conditioning. The Contractor shall ensure optimum use of air conditioning in rooms, common areas & other desired locations.

- **Rs. 400/day for each occupied room will be given to the Contractor. Breakfast charges to be borne by the Contractor.**
- **Necessary Licensees for running the facility will be obtained by the Contractor.**
- The IGNCA shall provide following inventory:
  - Furnishing of Rooms
  - Air Conditioners, Voltage Stabilizers, TVs, Geysers, Cable Connection etc.
  - Provision of curtain, blanket, looking mirror, towels, bed sheet, bed cover, mattress, protector cover, pillow, pillow cover, wall clock, table lamp, wall hangings etc. as one-time support.
  - Telephone instruments and extensions, computer/ modem/ TCPIP connection.
  - Electrical fittings, tube lights, bulbs, fans, etc., as initial provided infrastructure.
  - Major Renovation/addition / Alteration to the building such as solar water heating, firefighting equipments, emergency power line etc. shall be taken care of by IGNCA.
  - Matter related to civil or major electrical works shall be taken care of by the IGNCA through CPWD or appropriate service provider.

### **9.3 GENERAL OBLIGATIONS OF IGNCA IN KALA SVASTI RESTAURANT**

- Major Renovation/addition / Alteration to the building such as solar water heating, firefighting equipment's, emergency power line etc. shall be taken care of by IGNCA.
- Matter related to civil or major electrical works shall be taken care of by the IGNCA through CPWD or appropriate service provider.
- **Necessary Licensees for running the facility will be obtained by the Contractor.**

### **9.4 GENERAL OBLIGATIONS OF IGNCA IN KALA FE STAFF CANTEEN**

- Major Renovation/addition / Alteration to the building such as solar water heating, firefighting equipments, emergency power line etc. shall be taken care of by IGNCA.
- Matter related to civil or major electrical works shall be taken care of by the IGNCA through CPWD or appropriate service provider.
- **Necessary Licensees for running the facility will be obtained by the Contractor.**

### **9.5 GENERAL OBLIGATIONS OF THE CONTRACTOR IN THE SCHOLARS' HOSTEL**

- Allotting (accommodation) rooms to the Guests coming to stay at Scholars' Hostel Block of IGNCA, as per the directions from the IGNCA; & fulfilling all requisite requirements/procedures round the clock, on all the days of the year, maintenance of allotment register, issuing of booking slips, billing, allotment and opening of rooms for

bona - fide occupants will be responsibility of Contractor and perfect up keep of rooms along with good Cooking & Catering and room service will be in the scope of Service provider/Contractor.

- Bedroom linen and Bathroom towels shall be provided by the Contractor. These will be changed whenever the rooms are to be in use. In case of higher requirement (during high occupancy) fresh linen, towel etc should be provided as per requirement. A floor register for this purpose shall be maintained by the contractor and will be scrutinized by IGNCAs officials from time to time. Requests of guests should be accommodated, such as for more towels, and logged in the floor register.
- The contractors shall be responsible for quality cleaning of bed and bath linens on daily basis. The contractor should also provide laundry services to the guest(s) on payment basis (to be charged from the Guests) at rates approved by IGNCAs.
- The contractor should provide electrician and plumber to address minor repairs when reported.
- **The cleaning material related to Housekeeping will be provided by the Contractor.**
- **Rs. 400/day for each occupied room will be given to the Contractor. Breakfast charges to be borne by the Contractor.**
- Scholars' Hostel laundry expenses to be borne by the Contractor.
- The following toiletries will be provided by the Contractor:
  - a. Comb
  - b. Dental Kit
  - c. Shampoo
  - d. Shower Gel
  - e. Moisturizer
  - f. Soap
  - g. Conditioner
  - h. Liquid Soap
  - i. Toilet Roll
  - j. Tissue Box in the Bathroom and Rooms also.
  - k. Room Freshener**
- Two bottles of mineral water (1 Ltr.) in each room on daily basis to be provided by the Contractor.
- 2 Sachet/ day/ person each of Tea/ Coffee/ Milk/ Sugar on daily basis to be provided by the Contractor.
- The Contractor shall be responsible for the maintenance and upkeep of electric equipments provided in the rooms and bathrooms.
- The Contractor should follow the norms & standard set for Scholars' Hostels of repute.
- **All expenditure incurred on Manpower, food, drinking water, electricity/ water,**

sewerage and other allied services related to Scholars' Hostel Hospitality, Housekeeping, Cooking and Catering Services will be borne by the Contractor.

- The electricity charges to be paid by the Contractor will be on the basis of reading of Sub meter/ Carpet area.

#### **9.6 GENERAL OBLIGATIONS OF THE CONTRACTOR IN THE KALA SVASTI RESTAURANT**

- The Contractor will quote the monthly user charges. The Contractor shall quote the user charges not less than **Rs. 1,50,000/- + GST** per month. The Contract will be awarded on the basis of highest user charges quoted by the bidder.
- After award of the work, no charges will be levied on account of setting up of the Restaurant during the moratorium period of initial 15 days. 50% User charges will be levied during the next 15 days. Upon request by the Contractor, this arrangement may continue for another 30 days. After that (two months), 100% user charges will be levied.
- All expenditure incurred on Manpower, food, drinking water, electricity/ water, sewerage and other allied services related to Kala Svasti Restaurant Hospitality, Housekeeping, Cooking and Catering Services will be borne by the Contractor.
- All furniture/ fixtures/ interior in the Kala Svasti Restaurant will be the sole responsibility of the Contractor.
- All crockery/ Cutlery/ Utensils and Kitchen equipments and serving items will be the sole responsibility of the Contractor.
- For catering of IGNC A events (Collaborative and Non- Collaborative events) and staff, rate list and menu given at Annexure – III.1 will be applicable.
- **No outside catering will be allowed without approval of the Competent Authority, IGNC A.**
- In case of special events/ menu the rates will be decided on the mutual consent.
- The electricity charges to be paid by the Contractor will be on the basis of reading of Sub meter/ Carpet area.
- Any other uses of facility can be undertaken by the Contractor with mutual understanding and consent.

#### **9.7 OBLIGATION OF CONTRACTOR IN KALA FE STAFF CANTEEN**

- All expenditure incurred on Manpower, food, drinking water, electricity/ water, sewerage and other allied services related to Kala fe Staff Canteen Hospitality, Housekeeping, Cooking and Catering Services will be borne by the Contractor.
- All furniture/ fixtures/ interior in the Kala fe Staff Canteen will be the sole responsibility of the Contractor.
- All crockery/ Cutlery/ Utensils and Kitchen equipments and serving items will be the sole responsibility of the Contractor.
- For catering of IGNC A events and staff, rate list and menu given at Annexure – III.2 will be applicable.
- The electricity charges to be paid by the Contractor will be on the basis of reading of Sub meter/ Carpet area.



- **No outside catering will be allowed without approval of the Competent Authority, IGNCA.**

#### **9.8 GENERAL INSTRUCTIONS FOR CATERING & COOKING IN THE KALA NILAYAM SCHOLARS' HOSTEL, KALA FE STAFF CANTEEN AND KALA SVASTI RESTAURANT**

- The contractor shall take up the responsibility of supplying and serving breakfast/ lunch/ dinner as well as morning/ evening coffee/ tea for the guests. The sample menu for breakfast/ lunch/ dinner is enclosed in **Annexure III (III.1, III.2)**.
- The contractor shall be responsible for the cleaning and washing of the cutleries, crockery and other utensils used for preparing and serving coffee/ tea/ break-fast/ lunch/ dinner. The contractor shall ensure high standards in the food service. Broken/chipped and stained plates/bowls/cutleries must not be used.
- The contractor is permitted to utilize the kitchen and store available in the Scholars' Hostel, Canteen and Restaurant for the purpose of cooking/ storing the necessary vegetables/ groceries. The contractor shall keep the store-room, kitchen, and dining area neat and clean.
- The contractor shall comply with applicable food safety, hygiene and licensing requirement/certification from competent authority.
- Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners etc.
- Appropriate pest-control treatment in kitchen/store- room areas in all the three facilities must be undertaken periodically by the Contractor.
- The contractor will arrange any other item that may be required for cooking and catering at no extra charge. Refilling of gas cylinder, repair and maintenance of the items are under Contractor control like gas stoves, refrigerator, water cooler, water purifier, bread toaster, mixer/grinder and other coking elements.
- Sanitation in case of outbreak of an epidemic or any such special circumstances will be the sole responsibility of the contractor.
- The Contractor will follow all the norms set by Pollution Control Committee in term of Water, Air, Solid Waste, hazardous bio-degradable waste, if any.
- The contractor has to provide the necessary contract laborers (chef, cooks, assistant cooks, waiters, and other assistants) as required after compliance of labor law and Act.
- The contractor shall ensure that the contract laborers engaged by him under goes periodic health check up and certification for the same must be submitted to Scholars' Hostel Block In-charge, IGNCA as per norms of statutory bodies.
- The electricity charges to be paid by the Contractor will be on the basis of reading of Sub meter/ Carpet area.

- No outside catering will be allowed without approval of the Competent Authority, IGNCA.

## **10 PERFORMANCE SECURITY DEPOSIT**

After Award of Work, the Contractor shall submit a Bank Guarantee or Demand Draft of Rs. 10,00,000/- (Rupees Ten Lakh only), in favor of “Indira Gandhi National Centre for the Arts, New Delhi”, drawn on any scheduled commercial bank, towards Performance Security Deposit. The security deposit shall not carry any interest and shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated pre-maturely. The security money so deposited with the Centre will be released after three months of expiry of agreement period, if not extended otherwise.

## **11 DURATION OF CONTRACT**

The contract will be valid for a period of **2 (Two) years**. Any **yearly** extension will be considered subject to satisfactory services of the contractor for the subsequent **1 (One) year**. **The period can be further extended for 2 (Two) more years on year to year basis on mutual consent. The rates of food can be revised after 2 (Two) years on Mutual Agreement.**

## **12 TERMINATION OF CONTRACT**

- If the services of the Contractor are not found satisfactory, they will be issued a written notice for improvement by the IGNCA authority. If satisfactory improvement is not found (within 2 weeks time) after the notice, penalty for poor service, as specified in the Tender Document, two month’s notices will be served to the Contractor by the IGNCA authority to terminate the contract without prejudice to any right or privileges accusing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
- Independently, IGNCA reserves the right to terminate the contract by giving a two-months’ notice to the contractor.
- In case the Contractor is required (or decide otherwise) to discontinue the contract, he/she should give at least two months’ notice to IGNCA and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving two month’s notices.
- The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
- In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract, other lawful action that may be taken against the contractor.
- The contractor shall give vacant premises in **good condition** to IGNCA New Delhi and return

all the equipments/ fixtures and other items, facilities etc., once the contract period is over or terminated.

### 13 Force Majeure

- Neither party shall be deemed to be in breach of this agreement if failure to comply with the requirement of this agreement is due to circumstances beyond the control of IGNCA or Contractor.
- If because of any strike or lockout either in IGNCA or in the Local area, the Contractor is unable to function or his business is affected, IGNCA shall not be liable for any loss, which the Contractor may suffer in such an event. However, rebate in the Kala Svasti Restaurant user charges due to natural calamities may be granted as per the merit of the case and policy laid down by IGNCA from time to time.

### 14 Disputes and Settlements

- That in case of any dispute arising between IGNCA and the Operator, in respect of the interpretation, conduct or performance of any terms or conditions of these presents, the same shall be referred to the **Member Secretary, IGNCA for resolution. In case dispute is unresolved the matter will be referred for arbitration. The** sole arbitration of a person who may be appointed by IGNCA for the purpose, under the provisions of Arbitration & Conciliation Act, 1996, as amended from time to time. It will be no bar that Arbitration appointed as aforesaid is or has been an employee of IGNCA and the award of the arbitration will not be challenged or be open to question in any court of law on this account.
- Both IGNCA and Contractor agree to be bound by the decision of the arbitration and that the decision of the arbitration shall be final and conclusive and not open to any challenge or review. Both the parties hereto expressly agree that the appointment of any person as arbitration would not be invalidated or the decision of the arbitration would not be vitiated merely on the ground of his/her being associated with IGNCA as one of the officers or in any other capacity whatsoever.

### 15 Jurisdiction

- In case of any dispute where legal action is compelled to be initiated by any of the parties, jurisdiction of the courts shall be New Delhi.
- In case of any interpretation and effect of clause or provision, the decision of Member Secretary will be final, over and above the language of the tender.

### 16 DAMAGES AND LOSSES

All the equipments and the items at site stands at the risk and sole charge of the Contractor who shall deliver in proper condition at the time of annual stock taking to be done

by IGNCA. Any shortfall shall be immediately made good by the Contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the Contractor. The Contractor or his representative shall be present during the stock taking. If the Contractor or his representative does not make them available, the stock taking shall be conducted in their absence, and which will be binding on them. For losses, if any due to natural calamity or any other act of god, beyond the control of either party, IGNCA will replenish the same, as per obligation mentioned above.

## **17 COMPLAINTS**

The Contractor shall keep a suggestion box to be provided by IGNCA to record any suggestion/complaint on performance of services, by the guest and produce to IGNCA or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their re-occurrence. The Contractor shall attend to all the complaints and address as early as possible to the satisfaction of IGNCA. The Contractor will provide guest feedback forms in each room and collect it to tabulate/ display the observations/ feedback, grievances or risk and sit for monthly meetings with IGNCA/ Scholars' Hostel authorities.

## **18 MISBEHAVIOUR OF EMPLOYEES**

- The employees of the Contractor shall maintain strict discipline and not use any violent, abusive or offensive languages while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehavior, IGNCA has the right to terminate the contract. It will be mandatory for the conducting contractor to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents IGNCA to advise the Contractor about any such issue, or any erring personnel engaged by the Contractor, which warrant urgent action, in the interest of work and its fast disposal.
- The selected contractor shall not involve in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs. 10,000/- for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.
- Any personnel deployed by the contractor, refuses work or creates indiscipline would have to be immediately replaced with the consent of the In-charge Scholars' Hostel/the designated officer. IGNCA reserves the right, to ask the contractor to terminate the services of any of the contractor's employees immediately on grounds of non compliance of duties or if found guilty of misconduct. IGNCA will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Contractor.
- In case, the person employed by the successful bidder commits any act of omission /commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

## 19 BREAKAGE

All damages/ breakage to the equipment/ inventory in the charge of the Contractor, if caused due to negligence of the Contractor's employee, the cost or repair/ replacement of the equipment will be borne by the Contractor. Whether the damage/ breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of IGNCA.

## 20 REPLACEMENT

Replacement of articles (viz. linens, consumables items/ inventory etc.), which have been **lost/ broken** will be done after proper assessment by the competent authority and as per decision/ mutual discussion and shall be borne by the Contractor.

## 21 PENALTY

Deduction on account of unsatisfactory catering services and improper cooking & catering and maintenance of the Scholars' Hostel, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the In-charge Scholars' Hostel/the designated officer. The methodology for deduction will be as under:

- **In case of shortage of manpower or each occurrence of absenteeism in excess of 20 % per shift for 3 continuous days, necessary/ suitable penalty will be imposed by the Competent Authority, IGNCA.**
- In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ **Rs. 100/- per event etc.**, from the bill of the Contractor, taking into account the loss of good will and inconvenience caused to the Guest/ Centre.
- In case of non-performance and poor service by the Contractor, IGNCA may, at its discretion, recover Liquidated Damages upon recommendation of In-charge Scholars' Hostel. In the event of appeal, the decision of Director, IGNCA New Delhi shall be final and binding upon the Contractor.

The quantum of penalty shall be as follows:

- Non-compliance in cleaning of Rooms including Reception, Lobby: Rs. 100/-per day
- Non-compliance with laundry requirements: Rs. 100/- per day
- Non-compliance of environment friendly waste disposal methods: Rs.100/-per day
- Non-wearing of uniforms by Contractor's employees /untidy uniform: Rs. 100/- per day per person
- Supply of food not as per approved Menu and/or insufficient quantity: Rs. 1,000/- per day per meal
- The penalty for unsatisfactory and substandard catering service: Rs. 100/-per complaint
- In case of unforeseen or peculiar circumstances, the decision of the Director (Admn.), IGNCA/In-charge Scholars' Hostel/ the designated officer, so far as imposition of penalty is

concerned, shall be final.

- If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/ maintenance etc., In-charge Scholars' Hostel/the designated officer will have the right to get the same done by another agency. The charges on account of this shall be deducted from the Contractor's bill. Decision of the Director (Admn.)/ In-charge Scholars' Hostel/ the designated officer shall be final in this regard.

## **22 TERMS OF PAYMENT**

- The contractor need to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code etc., to facilitate payment through bank (e-payment process).
- TDS will be deducted as per rules.

The Director (Admn.) will be the contact point (Nodal Officer), on and behalf of the IGNCA, New Delhi for any queries related to the tender, and can be contacted at Phone No. 011-23446501, email: [igncakalanilayam@gmail.com](mailto:igncakalanilayam@gmail.com) and [emu@ignca.nic.in](mailto:emu@ignca.nic.in)

**PROFORMA OF TECHNICAL BID**

**Name of Work :Providing Facility Management Services in the Kala Nilayam Scholars' Hostel, General Catering and Hospitality Services in the Kala Svasti Restaurant, Kala Fe Staff Canteen and for the events organized in IGNCA, Janpath Building (Near Western Court), Janpath, New Delhi-110001 by a single Vendor.**

1. Name of Tendering Company/Firm/Agency:

\_\_\_\_\_

(Attach certificate of Registration)

2. Name of proprietor/Director:

\_\_\_\_\_Of Company/Firm/agency

3. Full Address of Reg. Office and Branch Office of Delhi/NCR (if any)

\_\_\_\_\_

\_\_\_\_\_

4. Telephone No.:

\_\_\_\_\_

5. Fax. No.

\_\_\_\_\_

6. E-Mail Address

\_\_\_\_\_

7. PAN/GIR/TIN No.(Attach Copy)

\_\_\_\_\_

8. Labor Regn. No.(Attach Copy)

\_\_\_\_\_

9. GST/ServiceTax Regn.No.(Attach Copy)

\_\_\_\_\_

10. ITR for last three years

\_\_\_\_\_

11. Financial turnover of the tendering **Company / Firm / Agency** for the last 3 Financial Years:(Attach Copy of Audited statement)

FINANCIAL YEAR	Amount (Rs. In Lakhs)	Remarks, if any
2020 – 2021		
2021 - 2022		
2022 - 2023		

12. Give the details of experience of at least three years in providing Facility Management Services, House Keeping, Cooking and Catering (F&B) Services, Hospitality of Guests in a Scholars' Hostel having not less than 25 rooms in a prime location and catering services in Restaurant and canteen during the last five years.

Sl. No.	Name of Scholars' Hostel	Location	Rooms	Type of Service Provided	Duration of Contract From - To	
1.						
2.						
3.						

13. Details of Earnest Money Deposit:

D.D./P.O. No.& Date & Bank

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14. Additional information, if any

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(Attach separate sheet, if required)

Certified that all above information's are correct to the best of my/ our knowledge and belief.

Dated:

Signature & Seal of the Contractor

**Note: Attach online, all relevant documents duly signed by the Bidder along with Technical Bid. No Price should be specified in the technical bid. Including such information will entail rejection of the bid.**



## **DECLARATION**

1. I,.....Son/Daughter of Shri ..... Proprietor/  
Partner/Director/Authorized Signatory of M/s.....am competent to  
sign this declaration and Execute this tender document.
  
2. I have carefully read and understood all terms and conditions of the tender and  
hereby convey my acceptance of the same.
  
3. The information/documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief.
  
4. I/We am/ are well aware of the fact that furnishing of any false information/  
fabricated documents would lead to rejection of my tender at any stage besides  
liabilities towards prosecution under appropriate law.

Signature of the Authorized Person

Date.....

Full Name.....

Place.....

Company Seal.....

**Note: The above declaration, duly signed and sealed by the authorized signatory of the firm/company, should be submitted with the Technical Bid Documents.**

**TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

**Date:**

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub:Acceptance of Terms & Conditions of Tender.

Tender Reference No:

\_\_\_\_\_.Na

me of Tender/Work:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the website (s) namely:

\_\_\_\_\_  
\_\_\_\_\_

As per your advertisement, given in the above-mentioned website(s).

2. I/We here by certify that I/we have read the entire terms and conditions of the tender documents from Page No.\_\_\_\_\_to\_\_\_\_\_(including all documents like annexure(s),schedule(s), etc .), which form part of the contract agreement and I / we shall abide here by by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s)in its totality/entirety.

5. I/We do here by declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**PROFORMA OF FINANCIAL BID**

**Name of Work :Providing Facility Management Services in the Kala Nilayam Scholars' Hostel, General Catering and Hospitality Services in the Kala Svasti Restaurant, Kala Fe Staff Canteen and for the events organized in IGNCA, Janpath Building (Near Western Court), Janpath, New Delhi-110001 by a single Vendor.**

The bidder shall pay the IGNCA fixed charges per month. The bidder shall therefore quote the amount which will be not less than Rs. 1,50,000/- (Rupees One lakh Fifty Thousand Only) per month. This will be the criteria of selection of Financial bid. Hence, the H-1 Bidder will be considered for award of Contract.

<b>Fixed Charges per month to be paid to IGNCA</b>	Rs. _____ per month  (Rupees _____) per month
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**Name of Firm/ Bidder**

Dated:

Signature & Seal of the Contractor

**Note: Attach online, all relevant documents duly signed by the Bidder along with Technical Bid. No Price should be specified in the technical bid. Including such information will entail rejection of the bid.**

**Menu for Kala Svasti Restaurant and Kala**  
**Nilayam Scholars' Hostel**  
**Breakfast/ Lunch & Dinner**

<b>(A.)</b>	<b>TEA</b>		
<b>S.No.</b>	<b>Name of items</b>	<b>Unit Rate</b>	<b>Rate in words per unit</b>
<b>1.</b>	<b><u>Tea/ Coffee</u></b>  Green label/ Lemon Tea/ Milk Tea/ Herbal Tea/ Black Coffee  Cookies (Sweet & Salty Two Each)	Rs. 40/- + GST	Rupees Forty only plus GST

<b>(B.)</b>	<b>Hi – TEA</b>		
<b>S.No.</b>	<b>Name of items</b>	<b>Unit Rate</b>	<b>Rate in words per unit</b>
<b>1.</b>	Tea/ Green Tea/ Coffee With Sanwich's Veg. Col Slaw Sandwich's, Indian Snacks (Any two)  Aloo Matar Cocktail Samosas Mix Veg. Pakoras,Veg. Kathi Rolls, Maccroni And Feta Cheese Rolls  (Any one) Vanilla Muffins, Gulab Jamun, Chocolate Truffle, Fresh Fruit Tarts And Mineral Water ¼ Ltr. Bottle	Rs. 150/- + GST	Rupees One Hundred & Fifty only plus GST

(C.)	Breakfast		
S.No.	Name of items	Unit Rate	Rate in words per unit
1.	<p>125 ml fresh juice seasonal fruits/125 ml tetra pack fruit juice Selection of cereals (corn flakes or oat meal with milk/sugar/honey) Baked Beans/Continental Veg Fresh Fruit(1 number banana/seasonal fruit)Eggs to order(2 nos. eggs boiled/scrambled/omelet) 4 nos. slices of bread plain(Brown/White)</p> <p>Butter and Preserves of Brand as specified(in pouch/sachet)</p> <p>Milk– 200ml(hot/cold)orTea/Coffee/Milk(with separate Milk and Sugar Sachet)</p> <p>Or</p> <p>125 ml fresh juice seasonal fruits/125 ml tetra pack fruit juice Selection of cereals (cornflakes or oat meal with milk/sugar/honey) 2 nos. slices of bread plain (Brown/White) with butter and jam Medium sized puri/ paratha/ bhatura/ kulcha/ kachori with aloo tomato bhaji/ seasonal vegetables Fresh Fruit (1 number banana/seasonal fruit) Tea/ Coffee/ Milk (with separate Milk and Sugar Sachet)</p> <p>Or</p> <p>125 ml fresh juice seasonal fruits/125 ml tetra pack fruit juice Selection of cereals (cornflakes or oat meal with milk/ sugar/ honey) 2nos. slices of bread plain (Brown/ White) with butter and jam MasalaDosa/Upma/Uthapam/Idlies/Vadas</p> <p>(All South Indian Dishes will be served along with their appropriate components)Fresh Fruits Tea/Coffee/Milk(with separate Milk and Sugar Sachet)</p>	Rs. 150/- + GST	Rupees One Hundred & Fifty only plus GST

(D.)	Veg. Lunch/ Dinner		
S.No.	Name of items	Unit Rate	Rate in words per unit
1.	Soup Indian bread (Roti, Chapatti, Phulka, Paranthas etc) Flavored Rice (Biryani, Jeera Rice, Pulao, Tomato Rice etc) Paneer preparation with gravy, two seasonal vegetables. Dry Plain Rice (good quality raw/ boiled), sambar, rasam Dal (different preparation) Green Salad Raita Curd Papad Pickle Dessert	Rs. 300/- + GST	Rupees Three Hundred only plus GST

(E.)	Non - Veg. Lunch/ Dinner		
S.No.	Name of items	Unit Rate	Rate in words per unit
1.	Soup Indian bread (Roti, Chapatti, Phulka, Paranthas etc) Flavored Rice (Biryani, Jeera Rice, Pulao, Tomato Rice etc) Paneer preparation with gravy, two seasonal vegetables. Dry Plain Rice (good quality raw/ boiled), sambar, rasam Dal (different preparation) Green Salad Raita Curd Papad Pickle Dessert Chicken/ Fish/ Mutton either of one piece	Rs. 350/- + GST	Rupees Three Hundred & Fifty only plus GST

- Contractor will be free to sell any other food items as per requirement.

- The Contractor has to ensure that only freshly prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In Charge Scholars' Hostel or to his designated officials/persons that Agency is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and all outstanding dues of the Agency to IGNCA will be forfeited as penalty.
- Vegetables and non-veg items (meat) used for cooking should be fresh and good quality. Proper care should be taken for perishable items which will be procured daily on need basis.
- The Contractor has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
- The Agency shall comply with the Food Safety regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, leftover's etc. (Same can be checked by the institute authority as and when required).
- Soup and **Items** served in lunch should not be repeated in Dinner. The items should be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the IGNCA Guests. Surplus food should be disposed of and should not be used in the next meal.
- The menu shall be displayed in the morning. In case menu cannot be followed due to any genuine reason, the agency will have to intimate same to the Guest and prior permission shall be obtained before changing the fixed menu from the designated Officer of IGNCA.

**Canteen Rate List For IGNCA Staff**

Tea	Rs. 10/-
Samosa/ Kachouri	<b>Rs. 10/-</b>
Bread pakora	Rs. 10/-
Assorted Pakora	Rs. 20/-
Veg. Sandwich	Rs. 20/-
Coffee	Rs. 20/-
<b>Muffin/ Fruit Cake/ Pastry</b>	<b>Rs. 20/-</b>
Thali	Rs. 60/-

- **Menu for Thali:** Dal, Sabji, Salad, Raita, Papad, Two chapatti (Two more chapatti on further demand without any extra charges) & Rice.
- Contractor will be free to sell any other food items as per requirement.
- **Timing:** 9:00 AM to 7:00 PM on working days.



**Check-List**

(To be enclosed with the Technical Bid)

1.	Attached “TECHNICAL BID”, <b>Annexure I</b> and declaration	
2.	Financial Bid, <b>Annexure II</b>	
3.	Earnest Money Deposit	
4.	Copy of Registration certificate with Labor Department	
5.	Copy of PAN Card	
6.	Copy of the IT returns filled for the last three Financial year/ Proof of Financial Turn-over for previous 3 years	
7.	Copy of Registration certificate of GST	
8.	List of clients where similar work was/ is carried out and details of contact person(s).	
9.	Details of Experience	
10.	Certificate of Turnover	
11.	Copy of Latest GST Return	

**Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

**REGISTRATION**

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder enrolment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs into the site through the secured log-in by entering their user ID/ password and the password of the DSC/ e-Token.

**SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/ help from the Help desk.

## **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF /XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “MySpace” or “Other Important Documents” area available to them to upload such documents. If permitted, these documents may be directly submitted from the “My Space” area while submitting a bid. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time(which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids(i.e. after Clicking "**Freeze Bid Submission**" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCETOIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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